

DISTRIBUTE TO:

- Service Manager
 Warranty Administrator

**Warranty Policy Bulletin**

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**SUBJECT: WARRANTY ENHANCEMENT PROGRAM (ZF5):
WARRANTY EXTENSION FOR HYBRID INVERTER
ASSEMBLY ON CERTAIN 2012-2014 MY PRIUS V
VEHICLES**

Background

Toyota has received some reports indicating the Intelligent Power Module (IPM) located inside the inverter assembly of the hybrid system may fail. This condition is indicated by the hybrid system diagnostic trouble codes (DTCs): P0A94, P324E, P3004, and/or P0A1A. If one or more of these DTCs are detected, various warning lamps on the instrument panel will illuminate and the vehicle will enter fail safe mode.

Applicability

The hybrid inverter assembly is covered under the Toyota New Vehicle Limited Warranty for 8 years from the date of first use or 100,000 miles (whichever occurs first). However, Toyota is announcing a Warranty Enhancement Program to cover repairs related to the condition described above.

This Warranty Enhancement Program provides an extension to the Toyota New Vehicle Limited Warranty for repairs related to certain internal malfunctions of the IPM. The vehicles covered under this warranty enhancement must first have Safety Recall F0R performed (if applicable). This warranty enhancement covers failure of the IPM and other internal inverter components potentially damaged by IPM failure. If the condition is verified, an appropriate remedy will be performed under the terms of this Warranty Enhancement Program.

This warranty enhancement provides coverage for 15 years, regardless of mileage.

Verify VIN applicability for this warranty enhancement by checking TIS before completing any repairs.

Applicability (Continued)

Direct marketing of this warranty enhancement is strictly prohibited pursuant to the Toyota Warranty Policy 5.21, "Warranty Solicitation." Non-compliance with this policy may result in a claim debit.

This Warranty Enhancement Program is subject to all of the terms and conditions set forth in the Toyota New Vehicle Limited Warranty. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this Warranty Enhancement.

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Hybrid Expert Technician
- Master Technician
- Master Diagnostic Technician (MDT)

Always check which technicians can perform the recall remedy by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times. Claims for repairs that were performed by non-qualified technicians are subject to debit.

Claim Submission

Claim Type	Opcode	Description	Labor Time
Repair Program	BHG20A	Replace the IPM Transistor	2.9 hr./vehicle
	BHG20B	Replace the IPM Transistor + Replace the MG ECU	2.9 hr./vehicle
	BHG20C	Replace the IPM Transistor + Replace the MG ECU + Replace the inverter current sensor sub-assembly	3.2 hr./vehicle
	BHG20D	Replace the IPM Transistor + Replace the MG ECU + Replace the inverter current sensor sub-assembly + Replace the inverter wire sub-assembly	3.2 hr./vehicle
	BHG20E	Replace the Inverter Assembly	1.6 hr./vehicle

- The cost Super Long Life Coolant (SLLC) may be claimed, at a maximum of \$15.00 per vehicle, as Sublet Type "OF" under all opcodes listed above.

Note: If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **Regular** warranty claim.

Replacement Parts

All parts replaced for this repair are subject to warranty parts recovery.

Opcode	Part Number	Description	Quantity
BHG20A	04899-47021	IPM Transistor Kit	1
	04899-47060	Plug Kit / Inverter Drain	1
	08887-02809	Thermal Grease	2
	08826-00100	Seal Packing	1
	90430-18008	Gasket	1
BHG20B	G920H-47040	MG ECU	1
	04899-47021	IPM Transistor Kit	1
	04899-47060	Plug Kit / Inverter Drain	1
	08887-02809	Thermal Grease	2
	08826-00100	Seal Packing	1
BHG20C	90430-18008	Gasket	1
	G920J-52010	Inverter Current Sensor	1
	G920H-47040	MG ECU	1
	04899-47021	IPM Transistor Kit	1
	04899-47060	Plug Kit / Inverter Drain	1
	08887-02809	Thermal Grease	2
BHG20D	08826-00100	Seal Packing	1
	90430-18008	Gasket	1
	G9208-47090	Inverter Wire Sub Assembly	1
	G920J-52010	Inverter Current Sensor	1
	G920H-47040	MG ECU	1
	04899-47021	IPM Transistor Kit	1
	04899-47060	Plug Kit / Inverter Drain	1
	08887-02809	Thermal Grease	2
BHG20E	08826-00100	Seal Packing	1
	90430-18008	Gasket	1
BHG20E	G9200-49056	Inverter Assembly w/ Converter	1

Parts Ordering Process - Excludes SET and GST dealers

Due to potentially limited availability, the parts may have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory improves, the ordering process may change. Please check the Toyota Special Activities MAC/DOS report on Dealer Daily for the most up-to-date parts ordering information.

Technical Instructions (Repair Procedures)

Technical instructions can be found in T-SB-0036-16, please refer to TIS for additional information.

Customer-Paid Repairs or Replacement of Components

If a customer has previously paid for the repair to address the condition described above, please have them mail a copy of the repair order, proof-of-payment, and ownership information to the following address for reimbursement consideration:

**Toyota Motor Sales, U.S.A., Inc.
Customer Experience Center, WC10
19001 South Western Avenue
Torrance, CA 90509**

The customer name, address, and telephone number(s) should be included in the request. The customer should allow 4-6 weeks for processing.

